



Commonwealth of Massachusetts
Executive Office of Health and Human Services

Virtual Gateway Roles Matrix
(for Non-Government Employees)

EOHHS Virtual
Gateway Help Desk
1-800-421-0938

Enterprise Service	Enterprise Role	Role Assignment Descriptions
Interpreter Referral Information System	IRIS Requestor	This role provides access to those individuals needing to access the Massachusetts Commission for the Deaf & Hard of Hearing's Interpreter Referral Information System for purposes of requesting interpreter services. Today, this role is reserved for MCDHH interpreter requestors.
Interpreter Referral Information System	IRIS Interpreter	This role provides access to those individuals needing to access the Massachusetts Commission for the Deaf & Hard of Hearing's Interpreter Referral Information System for purposes of responding to a request for interpreter services. Today, this role is reserved for MCDHH interpreter requestors.
Provider Data Management	PDM Data Entry Administrator	This role should be assigned to the provider employee needing to access the Provider Data Management Service. This assignment will allow the provider employee to update their own data, save it until they are satisfied with their entry, and submit the data officially so that agencies can view the completed record.
Provider Data Management	PDM Provider Reviewer	This role should be assigned to the provider employee needing to access the Provider Data Management Service. This assignment will allow the provider employee to view information about their agency.
Service and Transition Planning	STP Acute Care Provider	This role is typically assigned to providers who work with the Department of Social Services (DSS), who wish to access the Service and Transition Planning Service through the Virtual Gateway. This assignment is generally given to clinical staff at acute care or long term psychiatric facilities.
Service and Transition Planning	STP Non-Acute Care Provider	This role is typically assigned to providers who work with the Department of Social Services (DSS), who wish to access the Service and Transition Planning Service through the Virtual Gateway. This assignment is generally given to admission and administrative staff at non-acute service provider agencies.
Common Intake	Common Intake MassHealth Provider	This assignment is for MassHealth provider employees who wish to access the Common Intake Service on the Virtual Gateway for performing intake for MassHealth applications. The MassHealth provider employee assigned this role will be able to complete the Common Intake application for all programs included in Virtual Gateway common intake, including MassHealth and will be able to review and check the status of applications previously submitted.
Common Intake	Common Intake Non-MassHealth Provider	This assignment is for Non-MassHealth provider employees who wish to access the Common Intake Service on the Virtual Gateway. The Non-MassHealth provider employee assigned this role will be able to complete the Common Intake application for all programs included in Virtual Gateway common intake, including MassHealth, and will be able to review and check the status of all program applications submitted with the exception of an application that was submitted to MassHealth.
Common Intake	Common Intake Application Inbox Worker	This role is for workers who will use the inbox functionality within the Virtual Gateway to access applications submitted via Common Intake to their agency/department (agencies who electronically receive information from the Virtual Gateway Common Intake service do not need to use this functionality). A worker will have access to the inbox functionality, which will enable them to search, view and print submitted applications. In addition, a worker will have the ability to update the program eligibility status of individuals who applied for services through Common Intake.
eTAG	eTAG User	This role is typically assigned to providers who already work with the Department of Transitional Assistance (DTA), as well as DTA employees who need to access the Beacon Application.
Homeless Management Information System	HMIS Provider Intake Specialist	This role should be assigned to provider employees needing access to the Homeless Management Information System who are responsible for basic intake of client information and the registering of clients within the "Bed Register".
Homeless Management Information System	HMIS Provider Case Manager	This role should be assigned to provider employees needing to access the Homeless Management Information System who are responsible for adding existing clients to programs and tracking the services provided. Case Managers are also able to enter basic client information and register clients within the "Bed Register".
Homeless Management Information System	HMIS Provider Technical Administrator	This role should be assigned to provider employees needing to access the Homeless Management Information System who are responsible for updating administrative related information. Technical Administrators do not have the ability to view client and program information within the system. (This role is not currently available.)
Homeless Management Information System	HMIS Provider Super User	This role should be assigned to provider employees needing to access the Homeless Management Information System who are responsible for both updating administrative related information and managing client and program information within the system. (This role is not currently available.)